

99V-280
NO.: 99-C-02
NON-COMPLIANCE

DATE: October, 1999

GROUP: BDSB

PRODUCT CAMPAIGN BULLETIN

SUBJECT: VERIFICATION OF PROPER INSTALLATION AND TORQUE
OF FRONT SHOULDER BELT UPPER BOLT(S)

YEAR and MODEL: 1999 AND 2000 SATURN S-SERIES SEDANS, COUPES, AND WAGONS

TO: ALL SATURN RETAILERS and AUTHORIZED SERVICE PROVIDERS

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonably equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the owner letter, the owners are being instructed to contact the Saturn Customer Assistance Center if their Retailer is unable to schedule a service date within a reasonable time. If the condition is not remedied within a reasonable time, owners are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

Saturn has decided that certain 1999 and 2000 model year S-Series vehicles produced before August 16, 1999 fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 210, "Seat Belt Assembly Anchorages." Some vehicles were produced with seatbelt shoulder guide anchor bolts that were not adequately tightened at the center pillar and could fall out, making the seat belt inoperative and increasing the occupant's risk of injury in a crash. Also, if these bolts were not adequately tightened, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, the front seat occupant would not be properly restrained and could have an increased risk of injury.

SATURN bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your SATURN Retailer for information on whether your vehicle may benefit from the information.

VEHICLES INVOLVED

All 1999 model year and 2000 model year S-Series Saturn vehicles within the following VIN ranges will require this campaign:

1999 Model Year: XZ100002–XZ376583

2000 Model Year: YZ100001–YZ112520

OWNER NOTIFICATION

Owners of all involved vehicles will be notified of this campaign by Saturn.
(Refer to the owner letter included in this bulletin.)

FACILITY VIN LISTING

A list of vehicles assigned to you (*Facility VIN Listing*), which our records indicate are unsold and shipped to you, or are sold and located in close proximity to your facility are provided in your Retailer Campaign Package.

This listing contains:

- Owner's name with address and telephone number;
- Complete vehicle identification number (VIN); and
- VINs of vehicles, which according to Saturn records, are in retail stock.

The *Facility VIN Listing* (with owner information) is furnished to involved Retailers with the Product Campaign Bulletin. Although these vehicles are assigned to your facility, it is important to note that owners may elect to have their vehicle serviced at the Saturn Retail Facility of their choice.

Those Retailers not involved initially in this campaign will receive a message at the top of a blank *Facility VIN Listing* that states: **NO VEHICLES ASSIGNED AT THIS TIME FOR CAMPAIGN 99C02.**

These listings may contain owner names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, you are urged to limit the use of this listing to the follow up necessary to complete this campaign. Those records updated with California DMV registration information will have the following message printed adjacent to the appropriate VIN: **"OWNER INFORMATION UPDATED BY CALIFORNIA DMV; PUBLICATION PROHIBITED."**

RETAILER RESPONSIBILITY

All unsold vehicles in Retailers' possession and subject to this campaign must be held at the retail facility and repaired per the service procedure of this campaign bulletin before owners take possession of these vehicles.

Retailers are to service all vehicles subject to this campaign at no charge to owners, regardless of mileage, age of vehicle, or ownership, from this time forward.

Owners of vehicles recently sold from your vehicle inventory are to be contacted by the Retailer and arrangements made to make the required correction according to the procedure contained in this bulletin.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your retail facility for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with FMVSS 210. Under 49 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a retailer to sell a new motor vehicle which the retailer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your retail facility may be subject to a civil penalty up to \$1,100 for each such sale.

TRANSFER OF CAMPAIGN RESPONSIBILITY

Saturn vehicles that have been sold by you, which may be closer in proximity to another Saturn Retailer, may still appear on your Facility VIN Listing. If either you or the vehicle owner determines that it is more desirable for a vehicle on your Facility VIN Listing to be serviced by another Saturn Retailer, or if the customer's address has recently changed, campaign responsibility may be transferred by completing the following:

- Submit a Campaign Vehicle Action Report to your Customer Assistance Manager (CAM) at the Saturn Customer Assistance Center.

OR

- Submit an update in owner information to the Saturn Owner of Record system, via **SERVICELINE XL**, for Saturn Customer Assistance Center review and approval.

A copy of the Campaign Vehicle Action Report is included for your reference. Additional copies can be ordered from Saturn Publications (1-800-828-2112, prompt 3, Item # 80397050). All changes to campaign responsibility will be reflected in your next Unfixed VIN Report.

All other changes in vehicle status (e.g., scrapped, stolen, etc.) are to be made in accordance with section 4.4.3 of the *Retailer Service Reference Guide*, "Notifying Saturn of Vehicle Status Change."



CAMPAIGN VEHICLE ACTION REPORT

VIN:	_____
CAMPAIGN NO(S):	_____
FACILITY CODE:	_____

CHANGE VEHICLE STATUS TO (PLACE AND [X] IN THE APPROPRIATE SPACE):

<input type="checkbox"/> VEHICLE STOLEN	VEHICLE STOLEN: _____
<input type="checkbox"/> VEHICLE SCRAPPED	POLICE RPT NO: _____
<input type="checkbox"/> OWNER UNRESPONSIVE/UNREACHABLE	DATE SCRAPPED: _____
<input type="checkbox"/> VEHICLE TRADED TO: RETAILER'S NAME: _____	SUPPORTING DOCUMENTATION: _____
<input type="checkbox"/> VEHICLE EXPORTED	RETAILER CODE: _____
	EXPORT DEST.: _____

CHANGE OF OWNERSHIP INFORMATION:

_____ (OWNER FIRST NAME)	_____ (LAST NAME)
_____ (STREET ADDRESS)	
_____ (CITY, STATE/COUNTRY, ZIP CODE))	

COMMENTS:

_____ _____ _____

THE ABOVE INFORMATION IS, TO THE BEST OF MY KNOWLEDGE, ACCURATE AND COMPLETE AS SHOWN, IN ACCORDANCE WITH THE CAMPAIGN REPORTING REQUIREMENTS UNDER FEDERAL MOTOR VEHICLE SAFETY STANDARDS.

(AUTHORIZED RETAIL REPRESENTATIVE, TITLE)

(CUSTOMER ASSISTANCE
MANAGER or DESIGNEE)

CUSTOMER ASSISTANCE MANAGER APPROVAL (YES/NO) _____

IF NO, REASON: _____

_____ _____ _____

WHEN COMPLETE:
RETAILER: SEND TO CUSTOMER ASSISTANCE MANAGER;
SATURN CUSTOMER ASSISTANCE CENTER
100 SATURN PARKWAY MAIL DROP S-24
SPRING HILL, TN 37174

CUSTOMER ASSISTANCE MANAGER: SEND APPROVED FORMS TO CAMPAIGN COMPLIANCE COORDINATOR;
SEND REJECTED FORMS, ALONG WITH REASON, BACK TO THE SUBMITTING RETAILER.

803 97050

PARTS INFORMATION

No parts are required to perform this campaign.

Note: If a loose bolt is found, an appropriate amount of Loctite 242® Threadlocker is required, as indicated in the service procedure. Your facility should already have an adequate supply on hand. However, if required, Loctite 242® Threadlocker (P/N 21485277) may be ordered from Saturn Service Parts Operations (SSPO).

SUGGESTIONS FOR ENSURING CUSTOMER SATISFACTION

As you know, Saturn's success hinges upon our ability to execute superior customer support throughout the ownership experience, especially when important corrective actions such as this are required.

It is imperative that every effort is made to accommodate the affected owners. Additionally, priority should be given to customer vehicles over retail inventory vehicles. If you have any questions, please coordinate with the Saturn Customer Assistance Center to help ensure customer satisfaction.

SERVICE PROCEDURE

FRONT SHOULDER BELT UPPER BOLT TORQUE VERIFICATION

IMPORTANT: The driver side of the 3-door Coupe does not require this torque verification procedure. This procedure must be performed to the driver side of the 2-door Coupe, Sedan, and Wagon and the passenger side of all vehicles. The illustrations show Sedan and Wagon vehicles. Two-door Coupe driver side and all passenger side of vehicles are similar.

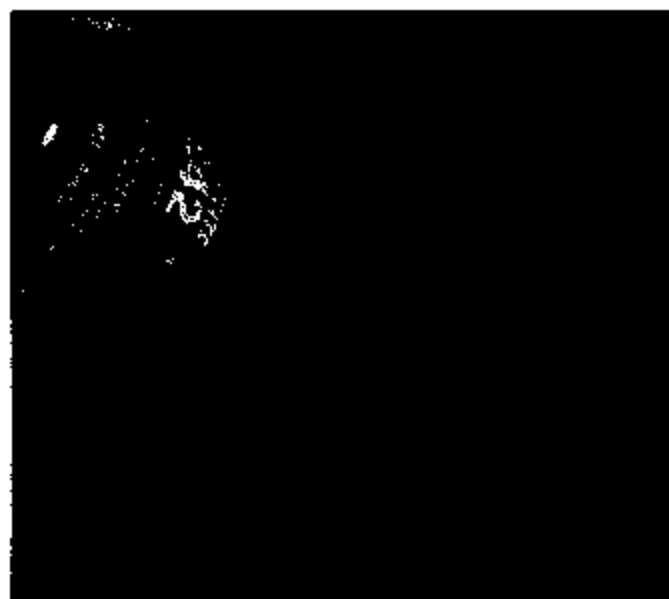
1. Open front shoulder belt upper bolt cover by pulling outward at base of cover.
2. Verify torque of front shoulder belt upper bolt, using a T-50 socket and torque wrench.
Torque: 50 N•m (37 ft–lbs)
 - If front shoulder belt upper bolt reached specified torque without movement, proceed to step 6.
 - If front shoulder belt upper bolt moved prior to reaching the specified torque, continue to step 3.

3. Remove front shoulder belt upper bolt.

**CAUTION: APPLY LOCTITE 242®
THREADLOCKER OR EQUIVALENT TO ALL
RESTRAINT FASTENERS PRIOR TO
INSTALLATION.**

4. Apply Loctite 242® Threadlocker (or equivalent) to front shoulder belt upper bolt threads.
5. Install and torque front shoulder belt upper bolt.

Torque: 50 N•m (37 ft–lbs)



6. Close front shoulder belt upper bolt cover.
7. Repeat steps 1–6 for opposite side of vehicle.
8. Check front shoulder belt operation (driver and passenger side) and ensure belt is not twisted.
9. Affix Campaign Completion Label on a clean, dry surface of the radiator core support, in an area clearly visible when the hood is raised. (Refer to "Campaign Completion Label" information in this bulletin.)



CAMPAIGN COMPLETION LABEL

Upon completion of the campaign, a *Campaign Completion Label* and a *Clear Protective Cover* should be affixed on a clean, dry surface of the radiator core support in an area clearly visible when the hood is raised. Each label provides a space to print in ink (or type) the campaign number (99 C 02) and the five (5) digit facility code of the Retailer performing the campaign service.



As a reminder, additional labels may be ordered from Saturn publications (1-800-828-2112, prompt 3, Item # S03 00013A for the *Campaign Completion Label*, and Item #S03 00013B for the *Clear Protective Cover*).

CREDIT

1. To receive credit for verifying proper installation and torque on front shoulder belt upper bolts, submit a claim with the information below:

<u>Repair Performed</u>	<u>Sale Type</u>	<u>Case Type</u>	<u>Labor Op</u>	<u>Labor Hours</u>	<u>Admin. Hours*</u>
Verify torque on front shoulder belt upper bolts	WC	VC	V0401	0.2	0.1

Add:

A. To remove, apply
Loctite 242®
Threadlocker and install
one front shoulder belt
upper bolt 0.1

B. To remove, apply
Loctite 242®
Threadlocker and install
both front shoulder belt
upper bolts 0.2

IMPORTANT: Installation of front shoulder belt upper bolt(s) requires the use of Loctite 242® Threadlocker (P/N 21485277). Claims received in the amount of Retailer cost plus 30% for this part will be accepted. It will be necessary to sell this part to the CSO as material, using net item code "M." Claims exceeding the cost equivalent of \$0.18 per bolt will be returned with reason 064—Parts Amount Excessive.

2. To receive credit for loaner/rental car costs incurred while owner awaits campaign repair or other goodwill expenses, submit a claim with the information below:

<u>Repair Performed</u>	<u>Sale Type</u>	<u>Case Type</u>	<u>Labor Op</u>	<u>Net Item Amount</u>	<u>Net Item Code</u>	<u># Days Rental</u>
Loaner Reimbursement	WC	VC	Z4065	**	C	***
Other/Goodwill	WC	VC	Z4066	**	R	N/A

3. Retailers are empowered to use good judgement regarding loaner/rental cars or any other goodwill expenses deemed necessary. It will not be necessary to call the Saturn Customer Assistance Center for authorization of goodwill. The Goodwill Worksheet (printed towards the back of this bulletin) must be used to document goodwill expenses. The completed Goodwill Worksheet must be attached to the hard copy of the CSO. Retailers are to make sufficient copies of the blank Goodwill Worksheet to document goodwill expenses.
4. Check your Saturn **SERVICELINE.XL** Claim Memorandum daily. Remember to code the claim as a WC sale type, and VC case type. Contact your field representative if you need assistance.
5. All labor operations claimed in this bulletin must be submitted on individual (unrelated) CSO lines. Refer to the Customer Service Order Preparation Manual for details on Product Campaign Claim Submission.

* Campaign administrative allowance

** Net amount must be submitted as a miscellaneous sale...Loaner reimbursement not to exceed \$30/day.

*** Enter number of days vehicle was rented . . . Not to exceed 1 day.



October, 1999

Dear Saturn Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Saturn has decided that certain 1999 and 2000 model year S-Series vehicles produced before August 16, 1999 fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 210, "Seat Belt Assembly Anchorages." Some vehicles were produced with seatbelt shoulder guide anchor bolts that were not adequately tightened at the center pillar and could fall out, making the seat belt inoperative and increasing the occupant's risk of injury in a crash. Also, if these bolts were not adequately tightened, they would not withstand the load requirements of FMVSS 210, and if one failed in a crash, the front seat occupant would not be properly restrained and could have an increased risk of injury.

What Saturn will do:

To ensure that the seatbelt shoulder guide anchor bolts are properly tightened, Saturn will verify proper installation and torque of the seatbelt shoulder guide anchor bolts. This service will be performed at no charge to you. It will take approximately thirty (30) minutes to make the repairs, although some additional time may be required for paperwork and processing.

What you should do:

Contact your Saturn Retailer to arrange to have this service performed. Your Retailer is prepared to perform this service promptly and with minimal inconvenience to you. Should your Retailer be unable to schedule a service date within a reasonable time, please contact the Saturn Customer Assistance Center at 1-800-553-6000 prompt 3, or for the hearing impaired, 1-800-833-6000. We will assist you and the Retailer in getting your car serviced.

If, after contacting your Saturn Retailer and the Saturn Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington, DC 20590, or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Again, we sincerely regret any inconvenience or concern this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Saturn provides you many miles of enjoyable driving.

Sincerely,

Saturn Corporation
99-C-02

99-C-02 GOODWILL WORKSHEET

As stated in the "Credit" section of this bulletin, Retailers are empowered to use good judgement regarding loaner/rental cars or other goodwill expenses that might become necessary for customer satisfaction.

Complete this worksheet and attach it to the hard copy of the Customer Service Order (CSO) to document all campaign goodwill claims submitted to Saturn.

VIN # _____

A. Vehicle Loaner/Rental Allowance \$ _____
Explanation: _____

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Loaner Reimbursement	WC	VC	Z4065	C	*

* Not to exceed \$30 / day for 1 day

B. Other/Goodwill Allowance \$ _____
Explanation (Specify what was done and why): _____

Repair Performed	Sale Type	Case Type	Labor OP	Net Item Code	# Days Rental
Other/Goodwill	WC	VC	Z4066	R	N/A

Authorized Retailer Signature

(Please copy this form as necessary)